

Family Eye Care Glasses Policy

- **Lens warranty:** includes scratches, crazing, peeling coating, etc.
 - *Plastic/ Poly/ Hi Index lenses with no coating have a 1 year 1 time warranty.
 - *Trivex lenses with no coating have a 1 year unlimited warranty.
 - *Add-on standard ARs (Hi Vision, Premium w/ View Protect) have 1 year 1 time warranty.
 - *Add-on premium ARs (EX3+, Meiryo, Recharge) have a 2 year unlimited warranty.
- **Frame warranty:** Includes manufacturer defects, broken pieces such as hinges, nose pads, temples, and soldered points. Frames warranty **does NOT include** lost frames, frames with missing parts (temples or front) frames chewed by pets, frames that have been glued of any sort, and/or wear and tear.
- **Lens re-do:** Available in the **first 3 months** after dispensing glasses; it allows patients to adjust RX, lens style, measurements, and coatings.
 - *After 3 months no modifications will be made without approval from the doctor.
 - *After 1 year of purchase, even with approval from doctor, no modifications can be made.
 - *Certain labs only allow for a **one time redo**. The lab used usually depends on the patient's insurance.
- **Frames Restyle** is available only as a last resource for problems such as frames unable to accommodate a patient's prescription, warranty replacements on discontinued frames, and skin reactions caused by frame material. Patients are responsible for the price difference on frames. Family Eye Care technicians are obligated to tell patients if the fit is improper; however, patients have the last word on which frames they decide to purchase. **Frame restyle is NOT available for buyers remorse.**